



OPEN – NON PROMOTIONAL

ENFORCEMENT REPRESENTATIVE I,  
CONTRACTORS STATE LICENSE BOARD

SALARY RANGE \$3,207- \$4,245

FINAL FILING DATE: APRIL 21, 2000

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation. It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

HOW TO APPLY

SUBMIT APPLICATIONS:

MAIL TO:

Department of Consumer Affairs  
Attn: Selection Services  
P.O. Box 980428  
West Sacramento, CA 95798-0428

FILE IN PERSON:

Department of Consumer Affairs  
Attn: Selection Services  
400 R Street, Suite 2000  
Sacramento, CA 95814

Applications must be postmarked no later than the final filing date. Applications postmarked, personally delivered or delivered via interagency mail after the final filing date will not be accepted. If you have a disability and need special testing arrangements, mark the appropriate box of the application form (Std. 678). You will be contacted to make specific arrangements. Telecommunication Device for the Deaf (TDD) number is (916) 322-1700 or 1(800) 735-2929. From Voice Phones: 1 (800) 735-2922.

DO NOT SUBMIT APPLICATION TO THE STATE PERSONNEL BOARD.

REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION

ALL APPLICANTS MUST MEET THE EDUCATION AND/OR EXPERIENCE REQUIREMENTS FOR  
THIS EXAMINATION BY THE FINAL FILING DATE OF APRIL 21, 2000.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience.

Either I

One year of experience in the Contractors State License Board performing duties equivalent in level of responsibility to a Consumer Services Representative.

Or II

Education: Equivalent to graduation from college preferably with a major in law enforcement, public or business administration or a related field. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Qualifying experience may be substituted for the required education for a year-for year basis.)

Or III

Experience: (1) Completion of two years of trade school in construction; (2) Four years of experience at the Journey person level in one or a combination of:

1. Building construction trades; or
2. Independent field investigation work.

DEFINITION OF  
TERMS IN  
REQUIREMENTS FOR  
ADMITTANCE

The words "performing duties equivalent in level of responsibility" means the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

DRIVERS LICENSE  
REQUIREMENTS

Applicants for positions in this classification series must possess a valid driver's license, a good driving record, and are expected to drive vehicles safely. Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment.

SPECIAL PERSONAL  
CHARACTERISTICS

Demonstrated ability to act independently with flexibility and tact. Willingness to work odd and irregular hours; and good memory for names, faces, and incidents. Some positions: Willingness to travel.

FELONY  
DISQUALIFICATIONS

Persons convicted of a felony are disqualified from employment. Such persons are not eligible to compete for, or be appointed to, positions in this class.

SEE REVERSE FOR ADDITIONAL INFORMATION

POSITION DESCRIPTION	<p>The position is responsible for the performance of work in connection with the review and enforcement of laws, regulations and procedures administered by the Contractors' State License Board. The predominant duties of this position relate to the research, investigations, regulatory and licensing functions of the Contractors' State License Board.</p> <p>This is the entry and first journey level for this series. Employees are assigned duties and responsibilities commensurate with their background and training. Under close supervision and in accordance with established procedures, incumbents receive on-the-job training from either a supervisor or an advanced full journey Enforcement Representative II and perform increasingly difficult research and investigation duties on assigned cases. Incumbents investigate complaints, prepare responses and recommend appropriate action; contact and interview consumers, licensees, and suspected non-licensees; review applications for licensure; resolve complaints between consumers and licensees; coordinate industry expert inspections to ensure compliance with the provisions of the law; and provide instructions and information to consumers, licensees, and government agencies; and to do other related work.</p>																																		
EXAMINATION INFORMATION	<p>The examination will consist of a Qualifications Appraisal Panel interview weighted 100%. The interview will include a number of job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. It is anticipated that interviews will be held during JUNE/JULY, 2000.</p> <p>The Qualifications Appraisal Panel will assess each competitor's knowledge, skills and abilities in some or all of the areas listed below.</p> <p><b>SCOPE</b></p> <table><tr><th colspan="2">Knowledge of:</th></tr><tr><td>1.</td><td>Review techniques including planning and organizing.</td></tr><tr><td>2.</td><td>General principles and concepts used in project review, writing and analysis.</td></tr><tr><td>3.</td><td>Administrative and criminal investigation.</td></tr><tr><td>4.</td><td>Contractors laws and regulations.</td></tr><tr><td>5.</td><td>Mediation techniques.</td></tr><tr><td>6.</td><td>Modern office methods and equipment.</td></tr><tr><td>7.</td><td>Terminology and procedures use in the construction industry.</td></tr><tr><th colspan="2">Ability to:</th></tr><tr><td>1.</td><td>Independently gather, compile, analyze, and interpret data.</td></tr><tr><td>2.</td><td>Prepare complete correspondence and reports in a clear and concise manner.</td></tr><tr><td>3.</td><td>Communicate effectively.</td></tr><tr><td>4.</td><td>Willingness to learn and use various computer software.</td></tr><tr><td>5.</td><td>Reason logically and creatively and use a variety of analytical techniques.</td></tr><tr><td>6.</td><td>Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.</td></tr><tr><td>7.</td><td>Consult and advise interested parties on cases or related materials.</td></tr><tr><td>8.</td><td>Gain and maintain the confidence and cooperation of law enforcement officials and others.</td></tr></table>	Knowledge of:		1.	Review techniques including planning and organizing.	2.	General principles and concepts used in project review, writing and analysis.	3.	Administrative and criminal investigation.	4.	Contractors laws and regulations.	5.	Mediation techniques.	6.	Modern office methods and equipment.	7.	Terminology and procedures use in the construction industry.	Ability to:		1.	Independently gather, compile, analyze, and interpret data.	2.	Prepare complete correspondence and reports in a clear and concise manner.	3.	Communicate effectively.	4.	Willingness to learn and use various computer software.	5.	Reason logically and creatively and use a variety of analytical techniques.	6.	Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.	7.	Consult and advise interested parties on cases or related materials.	8.	Gain and maintain the confidence and cooperation of law enforcement officials and others.
Knowledge of:																																			
1.	Review techniques including planning and organizing.																																		
2.	General principles and concepts used in project review, writing and analysis.																																		
3.	Administrative and criminal investigation.																																		
4.	Contractors laws and regulations.																																		
5.	Mediation techniques.																																		
6.	Modern office methods and equipment.																																		
7.	Terminology and procedures use in the construction industry.																																		
Ability to:																																			
1.	Independently gather, compile, analyze, and interpret data.																																		
2.	Prepare complete correspondence and reports in a clear and concise manner.																																		
3.	Communicate effectively.																																		
4.	Willingness to learn and use various computer software.																																		
5.	Reason logically and creatively and use a variety of analytical techniques.																																		
6.	Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.																																		
7.	Consult and advise interested parties on cases or related materials.																																		
8.	Gain and maintain the confidence and cooperation of law enforcement officials and others.																																		
ELIGIBLE LIST INFORMATION	<p>A Department eligible list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the Department and conditions of the list warrant a change in this period.</p>																																		
VETERANS POINTS	<p>Veteran's preference will be granted in this examination.</p>																																		
CAREER CREDITS	<p>Career credits will be granted in this examination.</p>																																		

THE MOST UP TO DATE GENERAL INFORMATION FROM SPB CAN BE FOUND ON THE INTERNET ON - <http://www.spb.ca.gov>

GENERAL INFORMATION

**It is the candidate's responsibility** to contact the TESTING OFFICE at (916) 327-4108 three weeks after the final filing date if he/she has not received his/her notice.

**The Department of Consumer Affairs** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**For an examination without a written feature** it is the candidate's responsibility to contact the TESTING OFFICE at (916) 327-4108 three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of an oral interview or performance test fails to reach him/her prior to the day interview due to a verified postal error he/she will be rescheduled upon written request.

**Applications** are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

**If you meet the requirements** stated of the reverse, you may take this examination which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulleting will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1)sub divisional promotional, 2) departmental promotional. 3) multi departmental promotional, 4) service wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans Preference:** California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100% disable veterans; and 15 points for disable veterans. Directions for applying for veterans preference are on the Veterans Preference Application from which is available from State Personnel Board offices or written test proctors.

**High School Equivalent:** Equivalence to completion of 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high schools; or 4) for clerical and accounting classes, substitution of business college work in place of high schools on a year-for-year basis.